



**NOTICE OF VACANCY
June 30, 2016**

POSITION: Network Technician

DEPARTMENT: Technology Services

SALARY: PR4 \$56,135 - \$67,158

HOURS: Monday – Friday 8:30am to 5:00pm

Statement of Duties: The Network Technician is responsible for providing network support services to Town Departments including network infrastructure and security. Employee is required to perform all similar or related duties.

Supervision Required: Under of the general direction of the Network Manager, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Confidentiality: Employee has regular access to confidential information such as employee records in accordance with the State Public Records law such as official personnel records, client and department records.

Supervisory Responsibility: The employee, as a regular part of the job, is required to lead other employees to assist them in completing their assigned work. Employee also performs non-supervisory work that is of the same kind and level as is done by the employee(s) being supervised. The employee is not responsible for taking any disciplinary action nor is the employee involved in the hiring process.

The employee may be responsible for the direct supervision of one (1) seasonal position who works at the same location and the same work shift.

Judgment: The work requires the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Independent judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data to determine the most effective method(s) to accomplish the work.

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to planned and unplanned emergency events as well as to attend various Town Meeting, Board and/or Committee meetings.

Nature of Public Contacts: Relationships are primarily with co-workers and vendors doing business with the Town, Town Meeting members and Board and Committee members. The employee serves as a recognized authority in matters of considerable importance, including departmental practices, procedures, regulations or guidelines. The employee may be required to discuss controversial matters where tact is required to obtain cooperation and desired performance of the computer system.

Accountability: Consequences of errors, missed deadlines or poor judgment could result in excessive labor/material costs, adverse public relations, jeopardize programs, danger to public safety, or adverse public relations to the Town.

Occupational Risks: Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through the employee's failure to properly follow safety precautions or procedures. Examples of injury include bruises from falls, cuts or burns, or muscular strains from lifting or carrying office equipment such as personal computers, servers and/or monitors.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Day to day network administration including setup of Active Directory users, security permissions, daily backups and monitoring of system event logs.

2. Management of Windows Servers, Microsoft Exchange, SQL, DHCP, DNS, Windows Software Update Server and patch management.
3. Management of Cisco routers, switches and IP telephony.
4. Support and maintenance of Enterprise Backup Systems.
5. Support and maintenance of Virtualized environment, including storage, server and network application.
6. Support and maintenance of centrally managed anti-virus applications.
7. Assumes project work as directed by the Network Manager.
8. Provides backup support to Helpdesk Technician as needed.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree in computer science or a related field; three to five (3-5) years' experience; previous experience with network support required; or any combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Class D Motor Vehicle Driver's license.

Knowledge, Abilities and Skill

Knowledge: Advanced knowledge of TCP/IP, DHCP, and DNS configuration; knowledge of network device connectivity, wireless setup and configuration; experience with Cisco networking and VOIP; strong understanding of LAN and WAN concepts, network printing and print server setup and configuration; strong working knowledge of Microsoft Active Directory and group policy; knowledge of virtual environments, specifically VMWare; familiarity with NetAPP storage; configuring Microsoft Outlook in an Exchange server environment; experience with antivirus clients and virus/malware removal; advanced knowledge of using an asset management system including computer imaging and patch management.

Abilities and Skills: A highly motivated individual with great energy and a team player, eager to learn and succeed; customer oriented, willing to go above and beyond for our customers; attention to detail, pride in work and the ability to get things done; strong communication skills and ability to work in a team environment and individually; able to work individually on tasks and projects with direction from other IT staff; quick learner with interest in pursuing certifications through self-study and on the job training; organized with ability to document policy and procedure

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

Work requires moderate intermittent physical strength and effort daily. The employee is frequently required to lift, push or carry objects such as office equipment, personal computers and monitors.

Motor Skills:

Duties are largely mental rather than physical. The employee is constantly required to have hand, eye coordination in order to perform activities such as operating and repairing computer hardware and installing software.

Visual Skills:

Visual demands require the employee to routinely read documents for general understanding and for analytical purposes. The employee is required to determine color differences.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

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